Rolka Loube Saltzer Associates

David W. Rolka President Voice: 717-231-6661 drolka@r-l-s-a.com www.r-l-s-a.com

FEIN: 30-0410008

June 30, 2010

Re: TRS Consumer Complaint Log Summaries June 1, 2009 through May 31, 2010 CG DOCKET NO. 03-123 DA NO. 11-1075

Marlene H. Dortch Office of the Secretary Federal Communications Commission 445 12th Street, SW Washington, DC 20554

Dear Ms. Dortch:

On behalf of The Public Service Commission of the District of Columbia, I respectfully submit this TRS Consumer Complaint Log Summary in connection with the provisioning of Telecommunication Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules for the time period June 1, 2010 through May 31, 2011.

Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, was under contract with the Public Service Commission of the District of Columbia to provide Telecommunications Relay Service to the District of Columbia for the reporting period. Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours.

The Public Service Commission of the District of Columbia certifies that there was one (1) complaint in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules for the time period June 1, 2010 through May 31, 2011.

Please feel free to contact me at 717-231-6661 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

State Contact Information:

Pursuant to 47 C.F.R. §64.604(c)(2) we advise the FCC that the currently posted information on the FCC website regarding the name and address of the state office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, and fax numbers for that

office; the email address; and the physical address to which correspondence should be sent are correct as follows:

Linda Jordan,

Office of Consumer Services, Public Service Commission of the District of Columbia 1333 H Street, NW, East Tower, 6th Floor, Washington, DC 20005 Telephone numbers: voice 202-626-5120; Fax 202-626-9210 E-mail ljordan@psc.dc.gov; web site http://www.dcpsc.org Mail to Office of Consumer Services, Public Service Commission of the District of Columbia

If you have any questions regarding the District of Columbia contact, please feel free to contact me at 717-231-6661 or Ms. Ellen Brown at 202-626-5146.

Substantive Program changes:

There were no substantive program changes during the period June 1, 2010 through May 31, 2011, and Hamilton Relay, Inc. continues to be the service provider.

Sincerely,

David Rolka,

Administrator, DCUSTF

O- Rall.

enc: TRS Consumer Complaint Log Summary

cc: E. Brown, & L. Jordan for DC Public Service Commission

B. Slough, for Hamilton Relay

Call Break	down;								
	43	General Information:							
	6	Equipment Related:							
	1	Customer Profile:							
	0	Outreach							
	0	Service Issues:							
	0	Long distance Billing Issues:							
	0	Calling Card Issues							
	0	Use of Specific Features:			l				İ
	2	Technical Issues:							
	2	Technical Complaints:							
	0	External Complaints:							
	0	Compliments:							
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District of Columbia Relay 2011 FCC Complaint Report 6/1/10 to 5/31/11

Technical Complaints--711 Problems

Inquire Date 1/25/2011
Record ID 14053
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/25/2011
Resolution 1/25/2011

Customer stated they are no longer connecting VCO when they dial 711.

Customer Service apologized and stated information would be forwarded to the technical department. The technical department verified that 711 was working correctly and verified the customer's profiled connect mode. Customer's profile was reset and customer was satisfied.